

QUICK REFERENCE TO PROBLEMS

Problem / Explanation / Action to take

For Problems 1 - 23, an explanation and the action required for each are detailed beginning on Page 2 of this document.

Identification

1. Identification requirements.
2. Voter has no acceptable ID

Address Change

3. Voter's name marked with "I" but voter did not move
4. Voter moved within same precinct, or voter changed name only
5. Voter moved within VA after November 4, 2008
6. Voter moved after November 7, 2006 and before November 4, 2008
7. PRESIDENTIAL ONLY—Voter moved to another state

Pollbook

8. Voter's name marked with "I" or "R" or "T" on pollbook
9. Voter's name not on pollbook
10. Voter's name omitted from pollbook in error
11. Person is not qualified to vote
12. Person's name is not on pollbook and the Registrar cannot be contacted or the Registrar cannot confirm the person is registered to vote
13. Voter is challenged by Officer or another voter
14. Voter's name already marked as having voted

Accessibility

15. Voter asks for help to vote
16. Voter is blind
17. Voter asks to vote outside polls

Other

18. Voter's name marked with "A" indicating that voter has an assigned number

Absentee

19. Absentee ballot not received
20. Voter brings unused or spoiled absentee ballot to the polling place
21. Voter brings already voted absentee ballot to the polling place
22. Absentee ballot was returned unused to the Electoral Board and voter comes to the polling place to vote

Extension of Poll Hours

23. Poll hours extended by court order

Abbreviations & Notations

| | |
|----------------|---|
| AB | Absentee Ballot |
| AB LIST | Final Absentee Ballot Report |
| CAP | Central Absentee Precinct |
| IDs | Identifications |
| OP | Outside Polls |
| PBC | Pollbook Count |
| S | Voter has completed required statement (including <i>Affirmation of Eligibility</i> , <i>Affirmation of Identity</i>) |
| SOR | Statement of Results |
| § 24.2 | Title of the Code of Virginia, also known as the Virginia Election Laws |

Explanation of Symbols to the Left of Voter's Name:

- I** Voter must complete a form before voting, because the voter failed to respond to a confirmation notice relating to a change of address. The action to take depends on if, when and where the voter moved (*Problems 3 - 7*).
Problems 4 - 7 also may apply if the voter's name is not marked with "I"
- A** Voter has assigned number instead of Social Security Number on voter rolls (*Problem 18*)
- F** Federal only overseas voter who is eligible to vote in federal elections only. (*Problem 8*)
- H** These voters must provide special ID required for federal elections (*Problems 1 and 2*)
- R** Permanently registered overseas who is eligible to vote in all elections (*Problem 8*)
- T** Temporary overseas voter who is eligible to vote in all elections (*Problem 8*)

If voter has questions about any requirement, they may call the State Board of Elections' Policy office: 800-552-9745.

WHAT IF...

Identification

In all elections, voters shall be **asked** for identification. The type of identification required and procedures differ depending upon the type of voter. Before proceeding to questions 1 and 2, you should determine what type of identification is required by the voter.


| Type of Voter | ID Requirements (See Problem #1 for details and important notes.) Note: Voter needs only one form of identification. | Procedure if No ID (See Problem #2 for details and important notes.) |
|---|--|--|
| Regular Voter | One of the following IDs: <ul style="list-style-type: none">• Virginia voter card, or• Social Security card, or• Valid Virginia Driver's License (Note: licenses expiring within 30 days before election day will be considered valid for use as voter ID), or Any other ID issued by a Government Agency of: <ul style="list-style-type: none">• The Commonwealth of Virginia (including a public college or university in Virginia), or• One of the Commonwealth's political subdivisions (counties, cities, towns, etc.), or• The United States, or Any <u>valid</u> Employee ID Card <ul style="list-style-type: none">• containing a photo and issued by the voter's employer in the ordinary course of business. | Use <i>Affirmation of Identity</i> form and cast vote on voting equipment in use in the precinct |
| HAVA Voter (voter's name marked with "I" on pollbook.) | A current and valid photo identification, such as: <ul style="list-style-type: none">• valid Virginia Driver's License, or• employee photo ID, or• student photo ID or• passport, or A copy of one of the following current documents containing the voter's name and address: <ul style="list-style-type: none">• a utility bill, or• bank statement, or• paycheck, or• government check or other government document that (including a Virginia voter card), or• a document from any federal, state, or local government agency. | Use Provisional Ballot. |

Important!

Never turn a voter away because of lack of ID.

WHAT IF...

Identification

| Problem | Explanation | Action to Take |
|---|--|--|
| 1. ID Requirements | | |
| <p>Step 1: Determine the type of voter and type of identification required</p> <p>Note: Voter needs only one form of identification.</p> <p>Note: If voter does not have proper ID, see Problem #2.</p> | <p>Any voter marked with an “” on the pollbook.</p> <p>Voters who registered by mail on or after January 1, 2003, did not send in a copy of their ID with their registration, and are voting for the first time in a federal election must show one of the forms of ID below.</p> <p><i>42 USC § 15483 (of the federal “Help America Vote Act of 2002”) § 24.2-643(E)</i></p> <p>A current and valid photo identification, such as:</p> <ul style="list-style-type: none"> • valid Virginia Driver's License, or • employee photo ID, or • student photo ID or • passport, or <p>A copy of one of the following current documents containing the voter's name and address:</p> <ul style="list-style-type: none"> • a utility bill, or • bank statement, or • paycheck, or • government check or other government document that (including a Virginia voter card), or • a document from any federal, state, or local government agency. | <p>All other voters.</p> <p>All voters must be asked for identification.</p> <p><i>§ 24.2-643(B)</i></p> <p>One of the following IDs:</p> <ul style="list-style-type: none"> • Virginia voter card, or • Social Security card, or • Valid Virginia Driver's License (Note: licenses expiring within 30 days before election day will be considered valid for use as voter ID), or <p>Any other ID issued by a Government Agency of:</p> <ul style="list-style-type: none"> • The Commonwealth of Virginia (including a public college or university in Virginia), or • One of the Commonwealth's political subdivisions (counties, cities, towns, etc.), or • The United States, or <p>Any <u>valid</u> Employee ID Card</p> <ul style="list-style-type: none"> • containing a photo and issued by the voter's employer in the ordinary course of business. |
| <p>Step 2: For all voters, compare preprinted ID with information on pollbook.</p> | <p>Do not record the type of ID examined.</p> <p>Note: Two options exist depending upon whether the name and address on the ID match the information in the pollbook.</p> <p>Option One: If name and address are not the same as the pollbook:</p> <ul style="list-style-type: none"> • Ask voter where he is currently residing. • If voter has moved or changed name, see Problems 4-7. If not, see Option Two to right. <p>Note: Some acceptable forms of ID do not include a residence address.</p> | <p>Option Two: If name is the same as the pollbook:</p> <ul style="list-style-type: none"> • State voter's name and address. • Mark off next PBC number. • Enter PBC number in pollbook. • Have voter cast vote on voting equipment in use in the precinct. |

WHAT IF...

Identification

| Problem | Explanation | Action to Take |
|---|---|--|
| 2. Voter has no acceptable ID | | |
| Step 1. Determine type of voter. Step 2. Determine type of identification required. Step 3. Process Voter | Option One Any voter marked with an "I" on the pollbook. 42 USC § 15483 (of the federal "Help America Vote Act of 2002") § 24.2-643(E) | Option Two All other voters. § 24.2-643(B) |
| | See Problem #1. | See Problem #1 |
| | Follow procedures under Problem 12 for Provisional ballot, except : <ul style="list-style-type: none"> Check box #3 on the back of the green envelope as the reason the voter is voting a Provisional Ballot. <p>Note: For the "I" voter, the fully completed, signed provisional ballot envelope satisfies the ID requirement. The enclosed provisional ballot will be counted if the voter is otherwise qualified.</p> | <ul style="list-style-type: none"> Use <i>Affirmation of Identity</i> form. Complete the information at the top of the form. Have voter sign and print his name on the Affirmation of Voter. State the voter's name and address. Mark off the next PBC number. Enter PBC number and "S" (for Statement) in appropriate columns in pollbook. Have voter cast vote on voting equipment in use in the precinct. <p>Note: A person without ID who refuses to sign the <i>Affirmation of Identity</i> may not vote. Do not enter a PBC number or "S" in the pollbook.</p> |
| Important! | <ul style="list-style-type: none"> Do not offer this voter an <i>Affirmation of Identity</i>. Do not enter voter's name and address on pollbook. (As with other Provisional voters, do not enter PBC number next to this voter's name.) Do not offer this provisional voter a new registration form unless needed for another reason (moved, changed name, "A" on pollbook, etc.) Do not allow this voter to vote on voting equipment in use in the precinct. | <ul style="list-style-type: none"> Do not pull this voter out of the main line to complete the <i>Affirmation of Identity</i>, detain or delay this voter in any way unless there are other problems. |

Important!
Never turn a voter away because of lack of ID.

WHAT IF...

Address Move / Change

The determination of whether a voter can vote in their original precinct after moving depends on:

- 1) How far did the voter move? and
- 2) When did the voter move?

| When Did Voter Move? | How far did the voter move? | | | |
|---|-----------------------------|--|--|-------------------|
| | Within Precinct? | Within County/City and Congressional District (but not same precinct)? | Within Virginia (but not same County/City or congressional district) ? | To another state? |
| After November 4, 2008? | Yes: Can vote See # 4. | Yes: Can vote See #5 | Yes: Can vote See #5 | No. |
| Before November 4, 2008 and after November 7, 2006? | Yes: Can vote. See # 4. | Yes: Can vote. See #6. | No. | No. |
| Before November 7, 2006? | Yes: Can vote. See # 4. | No. | No. | No. |

For detailed instructions please see additional information and important notes below.

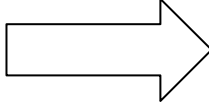
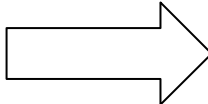
WHAT IF...

Address Change / Move

| Problem | Explanation | Action to Take |
|---|--|---|
| 3. Voter's name marked with ? but voter did <u>not</u> move [If voter's address has changed see Problems 4-7 below] | <p>Voter's name is marked with ? on the pollbook because of failure to respond to a confirmation notice relating to a change of address.</p> <p>To be eligible to vote and to change voting status to active this voter must now affirm his eligibility to vote by signing <i>Affirmation of Eligibility</i>.</p> <p>§24.2-428.2 §24.2-651</p> | <p>If voter's address has <u>not</u> changed:</p> <ul style="list-style-type: none"> • Use <i>Affirmation of Eligibility</i> form. • Officer must challenge voter then initial and complete Section A and check Box A of the Affirmation of Eligibility form. • Have voter complete and sign Section B - Affirmation of Voter statement before voting. • State voter's name and address. • Mark off next PBC number. • Enter PBC number and "S" (for statement) in appropriate columns in pollbook. • Have voter cast vote on voting equipment in use in the precinct. |
| 4. Voter moved within the <u>same</u> Precinct or Voter changed name only [Voter's name may have a ? on pollbook] | <p>A voter is permitted to vote if the change of address is within the same precinct</p> <p>A change of name will not affect the voter's qualification to vote</p> <p><u>Exception: Town Elections</u> A voter who moved out of the town may not return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7).</p> | <ul style="list-style-type: none"> • Have voter complete and sign a <i>Voter Registration Application</i>, entering former address and/or name under "previous registration." • State voter's name and address. • Mark off next PBC number. • Enter PBC number in pollbook. • Have voter cast vote on voting equipment in use in the precinct. • Do not write the new address on the pollbook. |
| 5. Voter moved <u>within</u> Virginia <u>after</u> November 4, 2008 [Voter's name may have a ? on pollbook] | <p>Question Did voter move within Virginia after November 4, 2008?</p> <p>§24.2-401</p> <p><u>Exception: Town Elections</u> A voter who moved out of the town may not return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7).</p> <p>§24.2-101</p> | <p>If answer is yes, voter may vote.</p> <ul style="list-style-type: none"> • Have voter complete and sign a Voter Registration Application. • State voter's name and address. • Do not write the new address on the pollbook. • Mark off next PBC number. • Enter PBC number in pollbook. • Have voter cast vote on voting equipment in use in the precinct. <p>If answer is no, voter might be able to vote. Follow the instructions in questions 6 and 7.</p> |

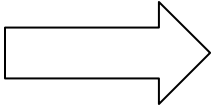
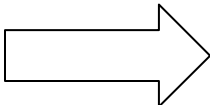
WHAT IF...

Address Change / Move

| Problem | Explanation | Action to Take |
|---|---|---|
| 6. Voter moved after November 7, 2006 and before November 4, 2008 [Voter's name may have a ? on pollbook] | <p>1. Did voter move within the same county or city after November 7, 2006 and before November 4, 2008?</p> <p>2. Is voter's new address within the same *Congressional District?</p> <p>§24.2-401</p> <p>*Note: Some localities have more than one Congressional District. If you do not have a street file map, call the Registrar's office.</p> | |
| | <p>If answer is yes to both questions</p>  | <p>If answer is <u>yes to both questions</u>, voter must be challenged by Officer of Election before voting.</p> <ul style="list-style-type: none"> • Have person complete and sign a <i>Voter Registration Application</i> . • Use <i>Affirmation of Eligibility</i> form. • Officer challenging must initial and complete Section A and complete the Statement of Challenger (checking Boxes D & 4). • Have voter read and sign Section B (Affirmation of Voter) and complete form with their name and new address before voting. • State voter's name and address. • Do not write the new address on the pollbook. • Mark off next PBC number. • Enter PBC number and "S" (for Statement) in pollbook. • Have voter cast vote on voting equipment in use in the precinct. |
| | <p>If answer is no to either question</p>  | <p>If answer is <u>no to either</u> question, person may <u>not</u> vote.</p> <ul style="list-style-type: none"> • Have person complete and sign a <i>Voter Registration Application</i> to be eligible to vote in the next election at new precinct. • If any person says he is a registered voter in the precinct and is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures in Problem 12. |
| | <p><u>Exception: Town Elections</u> A voter who moved out of the town may not return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7). § 24.2-101</p> | |

WHAT IF...

Address Change / Move

| Problem | Explanation | Action to Take |
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| 7. Voter moved to another State | <p>Question: Did voter move to another state after October 7, 2012?</p> <p>If yes, voter may voter a ballot for Presidential and Vice-Presidential electors only in Virginia precinct where voter is registered and would have been qualified to vote if not for the move.</p> <p>§24.2-402</p>  | <p>If answer is yes, voter must be challenged by Officer of Election before voting a Presidential Only Ballot.</p> <ul style="list-style-type: none"> • Use <i>Affirmation of Eligibility</i> form; • Officer challenging must initial and complete Section A and complete the Statement of Challenger (check Boxes D & 3.) • Have voter read, and sign Section B (Affirmation of Voter), and complete the form with their name and new address before voting. • Do not write the new address on the pollbook. • Tell voter that the Registrar will use the <i>Affirmation of Eligibility</i> to cancel the voter's Virginia registration after this election. • State voter's name and address. • Mark off next PBC number. • Enter PBC number and "S" (for Statement) in pollbook, along with "PR" (for President); Also write "PR" across voter's PBC number on the Pollbook Count Form. • Issue the Presidential Only Ballot. Follow instructions for equipment in use in your precinct if programmed for this ballot style. (Be sure to set machine back to full ballot for next voter.) If not, issue paper Presidential Only Ballot and have voter hand folded voted ballot to officer to put unopened into ballot box. (§ 24.2-646). |
| | <p>If no, voter may not vote</p> <p>§24.2-401</p>  | <p>If answer is no, person may not vote. Inform person he may not vote in Virginia.</p> <ul style="list-style-type: none"> • Ask person to write and sign a note to the Registrar, before leaving precinct, stating that he or she has moved out of state and asking that his/her Virginia registration be cancelled. Note should include full name, date of birth, SSN (requested, not required) and new address. Put note in Envelope 8. (If cancellation forms have been provided to precinct, use form.) |
| | | <p>Note: If any person says he is a registered voter in the precinct and says he is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures under Problem 12.</p> |

WHAT IF...

| Problem | Explanation | Action to Take |
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| 8. Voter's name marked with a "F," "R," or "T" on pollbook | Registered overseas voter who may have been issued an absentee ballot. | Officers need to check the pollbook and determine whether an "AB" is listed next to the voter's name. An "AB" indicates an absentee ballot was issued to the voter. If there is an "AB" next to the voter's name on the pollbook, follow the procedures outlined in Problems 19 through 22 concerning all absentee voters who appear in the polling place. |
| | Voters marked with "F" are eligible to vote in federal elections only. | <p>For an "F" voter, if there is no "AB" listed next to the voter's name on the pollbook and the voter does not appear on the Final Absentee Report, the voter was not issued an absentee ballot and is allowed to vote a ballot for federal offices only.</p> <ul style="list-style-type: none"> • State voter's name and address. • Mark off next PBC number. • Enter PBC number and "F" in pollbook. Also, write "F" across voter's PBC number in the Pollbook County form. • Issue the Federal Only Ballot. Follow instructions for equipment in use in your precinct. (Be sure to set machine back to full ballot for the next voter.) |
| | <p>Voters marked with "R" or "T" are eligible to vote in all elections.</p> <p>§ 24.2-443.4 § 24.2-420.1 § 24.2-653.1 § 24.2-708 §24.2-711</p> | <p>For the "R" or "T" voter, if there is no "AB" listed next to the voter's name on the pollbook and the voter does not appear on the <i>Final Absentee Report</i>, the voter was not issued an absentee ballot and is allowed to vote full ballot for all offices.</p> <ul style="list-style-type: none"> • State the voter's name and address. • Mark off the next PBC number. • Enter the PBC number and "S" in the pollbook. • Have the voter cast vote on voting equipment in use in the precinct. <p>A person who has moved back to Virginia from overseas should be offered an opportunity to complete a <i>Voter Registration Application</i> form to ensure that he or she will be eligible to vote in the next election.</p> |

| Problem | Explanation | Action to Take |
|--|--|---|
| 9. Voter's name is <u>not</u> on pollbook | <p>Possible reasons:</p> <ul style="list-style-type: none"> Registration application received after deadline or not received. §§ 24.2-416, 24.2-417 Voter's registration application was denied due to incomplete information or other requirement. § 24.2-418 Registration was cancelled for some legally required reason (e.g., DMV noncitizen report) §§ 24.2-427 – 24.2-429 Voter is in wrong precinct. § 24.2-400. Voter's registration was lost by an agency authorized to receive registration forms. § 24.2-653(B) <p>Note: Voter may have a receipt showing his registration form was given to a voter drive (not an authorized agency). This is not proof of registration but the receipt may be useful for investigation and prosecution if the drive did not submit the forms by the legal deadline.</p> <p>Exception military, recently discharge or temporarily overseas: Section 24.2-420.1 provides limited exceptions allowing election day in person registration for certain active duty or recently discharged military and temporary overseas residents, cohabitant spouses and dependents. Check with the general registrar if one of these exceptions might apply and allow adding an individual's name to the pollbook.</p> | <p>Before calling the Registrar's Office:</p> <ul style="list-style-type: none"> Check for correct spelling or recent name change. Look for name at end of alphabetical section on the pollbook or on any separate listing provided by the Registrar. If the voter is registered in another precinct, and has not moved, provide directions to that polling place. If voter has moved from the address where registered, and has not submitted a new timely registration to an authorized agency, see questions 4-7 to advise voter whether he is eligible to vote in his old precinct in this election. Ask for person's full legal name, address, social security number, when/where registered to vote, and when/where last voted. If voter submitted application by applicable deadline, in person at an agency authorized to receive registration (DMV) ask for any proof of application or ask the registrar to contact SBE if proof is not available. Call the registrar and proceed under one of the following three scenarios: <ul style="list-style-type: none"> Problem 10: if the registrar can immediately confirm qualifications. Problem 11: if the registrar states that the person is not qualified to vote. Problem 12: if registrar is unavailable or unable to confirm qualifications. |
| | | |

WHAT IF...

| Problem | Explanation | Action to Take |
|--|--|--|
| 10. Voter's name omitted from pollbook in error | <p>Only the Registrar, who has access to all voter registration records, may authorize the Officer to add a voter's name to the pollbook.</p> <p>§24.2-652</p> | <p>If Registrar authorizes Officer to add voter's name to pollbook:</p> <ul style="list-style-type: none"> • Use <i>Affirmation of Eligibility</i> form. Officer must initial and complete Section A and check Box B. • Have voter read, complete and sign Section B (Affirmation of Voter). • Enter voter's name and address only on the pollbook at the end of alphabetical section that applies. • State voter's name and address. • Mark off next <i>PBC</i> number. • Enter <i>PBC</i> number and "S" (for Statement) in pollbook. • Have voter cast vote on voting equipment in use in the precinct. |
| 11. Person is <u>not</u> qualified to vote | <p>The Registrar will advise the Officer if a person is not qualified to vote.</p> <p>42 USC § 15482 [of the "Help America Vote Act of 2002"].</p> | <ul style="list-style-type: none"> • Inform person he may not vote. • Have person complete and sign the Voter Registration Application to be eligible to vote in the next election. <p>Note: If any person says he is a registered voter in the precinct and says he is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures under Problem 12.</p> |

| Problem | Explanation | Action to Take |
|--|---|---|
| 12. Provisional Ballot when: <ul style="list-style-type: none"> Person's name is not on pollbook; the Registrar cannot be contacted or the Registrar cannot confirm the person is registered to vote; and the voter says he is registered to vote in the precinct and eligible to vote in the election. | <p>This voter may only vote by casting a Provisional Vote and must be allowed to cast a provisional ballot [green envelope].</p> <p>The Provisional Ballot is not counted on election day. It is counted by the Electoral Board on the day after the election, if the person is found to be qualified to vote.</p> <p><i>§24.2-653 and 42 USC § 15482 [of the "Help America Vote Act of 2002"].</i></p> | <ul style="list-style-type: none"> Have voter complete identifying information and read and sign statement on the green Provisional Vote envelope. Have voter check either Box #1 or Box #2, as appropriate, under "Statement of Voter" on the envelope. Officer must also sign envelope and enter precinct information on front. Ask voter to show one of the IDs listed under Problem 1 If voter has no acceptable ID, use the <i>Affirmation of Identity</i> form (see Problem 2) and check the box below Officer's signature on the green Provisional Vote envelope to indicate <i>Affirmation of Identity</i> was used. <p>New Procedure:</p> <ul style="list-style-type: none"> Enter voter's information on the <i>Precinct Provisional Ballots Log</i>. Do not enter a PBC number or any other information on the pollbook for this voter. Have person vote and seal ballot in green envelope. Place sealed green envelope in Ballot Box. Inform voter when and where Electoral Board will meet the following day to consider his qualifications and provide voter with this written information. <p>Voter must be offered a registration application. Explain that completing this application may affect his eligibility to vote in today's election and he may present additional evidence to the Electoral Board documenting his eligibility.</p> |

WHAT IF...

| Problem | Explanation | Action to Take |
|---|--|---|
| 13. Voter is <u>challenged</u> by Officer <u>or</u> another voter (including representative of Party or Independent candidate) | <p>A qualified voter may challenge any person who is listed on the pollbook known and is suspected not to be a qualified voter.</p> <p>An Officer of Election must challenge such person.</p> <p>§24.2-651</p> | <ul style="list-style-type: none"> • Explain to voter the qualifications to vote, if necessary. (See information on the <i>Voter Registration Application</i>.) • Use <i>Affirmation of Eligibility</i> form. Officer challenging must initial and complete Section A then check Box D. • Person or officer challenging the voter must complete and sign the Statement of Challenger (in Section A) on the <i>Affirmation of Eligibility</i> form. If the challenger will not complete and sign the form, then the voter has not been challenged and may proceed to check in and vote normally. • Have challenged voter read, complete and sign Section B (Affirmation of Voter), if voter chooses to vote. • State voter's name and address. • Mark off next PBC number. • Enter PBC number and "S" (for Statement) in appropriate columns in pollbook. • Have voter cast vote on voting equipment in use in the precinct. <p>Note: A person who is challenged and refuses to sign the Affirmation statement may not vote. Do not enter PBC number or "S" in pollbook.</p> |
| 14. Voter's name already <u>marked</u> with PBC number on pollbook | <p>Voter must:</p> <ul style="list-style-type: none"> • Show identification and • Affirm his eligibility to vote by signing the <i>Affirmation of Eligibility</i>. <p>Note: If voter refuses to sign form, the voter must not be permitted to vote</p> <p>§24.2-651.1</p> | <ul style="list-style-type: none"> • Ask voter to show one of the IDs listed under Problem 1 (if name is marked with an "I" see Special ID Requirements for federal elections) • <i>Affirmation of Identity</i> may not be used by this voter. If no ID is presented, or ID does not show person to be the voter listed on the pollbook, this person may not vote. (See note below.) • Compare preprinted ID with information on pollbook. Do not record the type of ID examined. • If information is the same, use <i>Affirmation of Eligibility</i> form; Officer challenging must initial and complete Section A and check Box C. • Have voter complete and sign Section B (Affirmation of Voter). • State voter's name and address. • Mark off next PBC number. • Enter second PBC number and "S" (for Statement) in appropriate columns in pollbook. • Have voter cast vote on voting equipment in use in the precinct. <p>Note: If any person says he is a registered voter in the precinct and says he is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures under Problem 12.</p> |

WHAT IF...

Accessibility

| Problem | Explanation | Action to Take |
|--|--|---|
| 15. Voter <u>asks</u> for help to vote [If voter is blind see Problem 16 below] | <p>A voter may ask for help in voting due to a physical disability or an inability to read or write (includes needing ballot translation).</p> <p>The voter's assistant may be an Officer of Election or any other person designated by the voter who is not the voter's employer or agent of voter's union.</p> <p>Note: In any precinct in which an electronic voting device with an audio ballot is available, the officer shall notify the voter requesting assistance of the availability of the audio ballot and instruct the voter in the use of the equipment. The voter shall not be required to use the equipment unassisted.</p> <p>§24.2-649 B</p> | <p>If person is qualified to vote and requests assistance:</p> <ul style="list-style-type: none"> • Use the <i>Request for Assistance</i> form. • Take voter and assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. Excerpts from the laws on assistance are on the back of the form. • Have voter sign Section A (Request of Voter) or if voter is unable to sign, have assistant write: "voter unable to sign" and print voter's name. • Have assistant sign and complete section B, (Agreement of Assistant). • Assistant may help voter complete <i>Affirmation of Identity</i> form, if required. • Have assistant accompany voter inside booth to assist voter and/or cast voter's vote on voting equipment in use in the precinct . |
| 16. Voter is <u>blind</u> | <p>A blind voter is not required to sign the <i>Request for Assistance</i> form but the name of the voter is required.</p> <p>A blind voter's assistant may be an Officer of Election or any other person designated by the voter.</p> <p>Note: In any precinct in which an electronic voting device with an audio ballot is available, the officer shall notify the voter requesting assistance of the availability of the audio ballot and instruct the voter in the use of the equipment. The voter shall not be required to use the equipment unassisted.</p> <p>§24.2-649 B</p> | <p>If person is qualified to vote and requests assistance:</p> <ul style="list-style-type: none"> • Take voter and Assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. Excerpts from the laws on assistance are on the back of the form. • Use the <i>Request for Assistance</i> form. Advise voter that his signature on the form is not required, but identifying information is required. • Write "Blind Voter" on signature line in Section A and print voter's name on line below. • Have Assistant sign and complete Section B. • Assistant may help voter complete <i>Affirmation of Identity</i> form, if required. • Allow Assistant to accompany voter inside booth to assist voter and/or cast voter's vote on voting equipment in use in the precinct. |

| Problem | Explanation | Action to Take |
|---|---|---|
| 17. Voter asks to vote outside polls | <p>A voter who is physically disabled or age 65 or older may ask to vote outside the polls.</p> <p>Voter should mark ballot in the officer's presence but in a private manner unless the voter has requested assistance and <i>Request for Assistance</i> form has been completed.</p> <p>§24.2-649</p> | <p>If person is qualified to vote:</p> <ul style="list-style-type: none"> • Mark off next PBC number. • Enter PBC number and "OP" (Outside Polls) in appropriate columns in pollbook. If a paper ballot is used, "P" (Paper) should also be marked on the pollbook. • Take to the voter a <i>Request for Assistance</i> form and pen, if needed, and any required marking device for the ballot to be used. |

Three options exist for casting ballot:

1. If a **paper ballot** is used, have voter seal voted ballot in Outside Polls Envelope and deposit sealed, Outside Polls Envelope in Ballot Box upon return to the polling place.
2. If an **optical scan ballot** is used, the Officer shall immediately cover the voted ballot to preserve the voter's privacy, and deposit the ballot in the counter upon return to the polling place.
3. An **electronic voting device** that is easily portable may be used for curbside voting if **all** of the following conditions are met:
 - At all times, the voting device must remain in the plain view of **two officers** of election representing the two political parties **or**, if the use of two officers for this purpose would result in too few officers remaining in the polling place to meet legal requirements; the equipment shall remain in plain view of one officer who shall be either the chief officer or the assistant chief officer.
 - The voter shall cast his ballot in a secret manner (Voter may request assistance. See problems 15-16); and
 - After the voter has completed voting, the officer(s) must immediately return the voting device to its assigned location inside the polling place.

By law, **all** of the following information must be recorded on the Statement of Results each time a DRE machine is removed for curbside voting:

For Edge, iVotronic, Patriot, TSX or WINvote record:

- The machine number,
- The time that the machine was removed and the time it was returned,
- The number on the machine's public counter before the machine was removed and the number on the same counter when it was returned, and
- The name(s) of the officer(s) who accompanied the machine

For eSlate record:

- The serial number,
- The time that the machine was removed and the time that it was returned,
- Both Officers' affirmation that **only** one access number was issued to the curbside voter, and
- The name(s) of the officer(s) who accompanied the machine

WHAT IF...

Other

| Problem | Explanation | Action to Take |
|---|---|--|
| 18. Pollbook shows, an "A" in the column to the left of the voter's name | <p>These voters do not have a Social Security Number in the system. The Officer is required by law to ask if voter has a Social Security Number.</p> <p><i>Constitution of Virginia, Art. II, § 2</i> § 24.2-418 § 24.2-643(D)</p> <p>Note: The SSN is required for the registration record, if the voter has one, to prevent duplicate registrations and fraud.</p> | <p>Ask voter to complete a new <i>Voter Registration Application</i> form. Next to or above the Social Security Number on the form, the Officer should write "SSN Update." Do not write SSN on the pollbook or ask voter to state it publicly.</p> <p>Note: The "A" status does not otherwise affect the voter's qualification to vote. Proceed to process the voter normally.</p> |

WHAT IF...

Absentee

| Problem | Explanation | Action to Take |
|---|--|---|
| <p>19. Absentee ballot <u>not received or lost</u> by voter and voter comes to polling place to vote</p> | <p>For this voter, the <i>AB List</i> should state “<i>Issued</i>” under the “<i>Ballot Status</i>” column and <i>no date</i> under the “<i>Returned</i>” column.</p> <p>Note: Any voter marked with an “I” on the pollbook may vote a ballot for federal offices only. The provisional or replacement ballot issued to this voter must be the Federal Only Ballot. See Problem 8.</p> <p>Note: The ID requirements of § 24.2-643, and federal law if voter name marked with an “I,” do apply to this voter. (See Problems 1 and 2.)</p> <p>§24.2-653.1 §24.2-708 §24.2-712</p> | <p>Any voter who appears in his regular polling place and is marked on the pollbook with “AB” next to his name indicating the voter was sent an absentee ballot but no ballot is shown as having been returned marked or unmarked may vote.</p> <p>Officers must check the <i>Final Absentee Report</i> and determine that there is no date shown in the “<i>Returned</i>” column and that it states “<i>Issued</i>” in the “<i>Ballot Status</i>” column.</p> <p>If the “<i>Ballot Status</i>” shows as “<i>Issued</i>” with no date in the “<i>Returned</i>” column, the next action depends on whether the locality uses a Central Absentee Precinct (CAP).</p> <p>Note: If the <i>AB list</i> states “<i>Unmarked</i>” in the “<i>Ballot Status</i>” column, see Problem 22.</p> |
| | <p>If the Locality Uses A CAP,</p> <ul style="list-style-type: none"> The voter may vote by provisional ballot at his regular polling place. (He also has the option of going to the CAP to vote a replacement ballot.) Have voter complete identifying information and sign statement on the green Provisional Vote envelope. Have voter check appropriate box for reason #5, under “Statement of Voter.” Ask voter to show one of the IDs listed under Problem 1. New Procedure: Enter voter’s information on the <i>Precinct Provisional Ballots Log</i>. Do not enter PBC number or any other information on the pollbook for this voter. Have person vote and seal ballot in green envelope. Place sealed green envelope in ballot box Inform voter when and where Electoral Board will meet the following day to consider voter’s qualifications and provide voters with this written information. The provisional voter does not complete the Statement of Voter “Gold Oath” form. Record or include this voter along with any other In-Person provisional voter on the Statement of Results. | <p>If The Locality Counts Absentee Ballots in the Precinct:</p> <ul style="list-style-type: none"> The voter can complete and sign the Statement of Voter on the “Gold Oath” (Absentee Ballot Lost or Not Received) form to request and vote a replacement ballot at the precinct. Ask voter to show ID. If no acceptable ID, or “I” by name, see problems 1 and 2. State voter’s name and address. Mark off next PBC number. Enter PBC number and “S” (for Statement) in pollbook. Have voter cast vote on voting equipment in use in the precinct. |

WHAT IF...

Absentee

| Problem | Explanation | Action to Take |
|---|--|---|
| 20. Voter brings unused or spoiled absentee ballot to the polling place | <p>For this voter: The <i>AB List</i> should state “<i>Issued</i>” under the “<i>Ballot Status</i>” column and <i>no date</i> under the “<i>Returned</i>” column.</p> <p>§24.2-708 §24.2-712</p> <p>Note: The ID requirements of § 24.2-643, and federal law if voter name marked with an “I,” (see Problems 1 and 2) do apply to this voter.</p> | <p>The action taken in this situation depends on whether absentee ballots are counted at a CAP or in the polling place.</p> <p>See below.</p> |
| <div> <div> If the Locality Uses A CAP: <ul style="list-style-type: none"> Confirm that “AB” is marked in column to the left of voter’s name on the pollbook and the name is on the AB list.. (See Explanation above.) Have voter take ballot to the CAP. The voter may cast the unused ballot only at the CAP. </div> <div> If The Locality Counts Absentee Ballots in the Precinct: <ul style="list-style-type: none"> Confirm that “AB” is marked in the column to the left of voter’s name on the pollbook and the name is on the <i>AB List</i>. (See Explanation above.) Mark on envelope containing voter’s ballot: “<i>Unused Ballot</i>” or “<i>Spoiled Ballot</i>.” Write date of election (e.g., 11/4/08) on the “<i>AB List</i>” in the column labeled “<i>Date Unused Ballot Returned</i>.” State Voter’s name and address. Mark off next PBC number. Enter PBC number in Pollbook. Have voter cast vote on voting equipment in use in the precinct. Make note on both copies of SOR: “<i>AB Voter (name and ID #) came to precinct with unused (or spoiled) ballot and was permitted to vote in same manner as other voters</i>” Place envelope containing Unused Absentee Ballot in Envelope #5. Place envelope containing Spoiled Absentee Ballot in Envelope #4. On SOR, count this voter as an in person voter not as an absentee voter. </div> </div> | | |

WHAT IF...

Absentee

| Problem | Explanation | Action to Take |
|---|---|--|
| 21. Voter brings <u>already voted</u> absentee ballot to polling place | <p>Only the Electoral Board or the Registrar may accept delivery of a voted ballot.</p> <p>Only the voter may return this ballot.</p> <p>(The voter was informed of this requirement in written instructions mailed with the ballot.)</p> <p>§24.2-707</p> | <ul style="list-style-type: none"> • Have voter take ballot to either the office of the Electoral Board or the office of the Registrar. • If the voter insists on leaving it at the precinct, tell the voter that leaving his absentee ballot at the precinct will require his ballot to be voided • If voter leaves ballot, place it in Envelope #4 (Spoiled Absentee Ballot). |
| 22. Absentee ballot was <u>returned unused to electoral board</u> and voter comes to the polling place to vote | <p>The <i>AB List</i> must state “<i>Unmarked</i>” in the “<i>Ballot Status</i>” column and a date in the “<i>Returned</i>” column indicating the ballot was returned unused by the voter to the Electoral Board.</p> <p>Voter is permitted to vote in the usual manner at his normal polling place</p> <p>§24.2-708</p> <p>Note: The ID requirements of § 24.2-643, and federal law if voter name marked with an “I,” do apply to this voter. (See Problems 1 and 2.)</p> | <ul style="list-style-type: none"> • Confirm that an “AB” is marked in the column to the left of the voter’s name on pollbook and the voter’s name is on the <i>AB List</i>. It must state “<i>Unmarked</i>” in the “<i>Ballot Status</i>” column. • Ask voter to show one of the IDs listed under Problem 1. (If name is marked with an “I” see Special ID Requirements for federal elections.) Proceed under Problem 2 if voter cannot show ID. • State voter’s name and address. • Mark off next PBC number. • Enter PBC number in pollbook. • Have voter cast vote on voting equipment in use in the precinct. • Make note on both SOR: “<i>Absentee voter (name and ID#) came to precinct; had previously returned unused absentee ballot to the Electoral Board; was permitted to vote in same manner as other voters</i>” • On SOR, count this voter as an in person voter, not as an absentee voter. |

WHAT IF...

Extension of Poll Hours

| Problem | Explanation | Action to Take |
|---|---|---|
| 23. Normal poll closing time extended by court order | <p>Any voter who gets into the line after 7:00 PM, when a court order has extended the normal poll closing time, may only vote by Provisional ballot.</p> <p>Note: The ID requirements of § 24.2-643, and federal law if voter name marked with an "H," (see Problems 1 and 2) DO apply to this voter.</p> <p>Note: Any voter marked with an "H" on the pollbook may vote a ballot for federal offices only.</p> <p>§ 24.2-653(C).</p> | <p>Follow all other normal procedures under Problems 1 - 22 to look up voter on pollbook, request ID and determine voter qualifications, except, as with other provisional voters,</p> <ul style="list-style-type: none">• Do not mark off next PBC number or enter PBC number in pollbook, or make any other marks in the pollbook for this voter.• Record each voter's information on <i>Precinct Provisional Ballots Log</i>. Keep these Log sheets separate from those used during normal polling hours. Write "<i>Extended Hours</i>" at the top of each Log page. <p>Follow procedures under Problem 12 for voting a Provisional ballot, except:</p> <ul style="list-style-type: none">• Check Box #4 on the back of the green envelope as the reason the voter is voting a provisional ballot. (Other reasons may also apply.)• Do not offer this provisional voter a new voter registration form unless needed for another reason (moved, changed name, etc.).• After the polls close, all provisional ballots with Box #4 checked on the envelope must be separated from other provisional ballots and placed in Envelope #1B. Include all ballots with Box #4 checked, even if more than one reason is checked. |